

Job Description

Post title:	Administration Manager
Based at:	Home based, with regular meetings with team via zoom and face to face when possible
Reports to:	Project Manager
Grade/salary scale:	£26,000 - £29,500 pro rata (4 days per week)

Generic role of post:

To support the Programme Director and Cornwall team in delivering the Outset CIC CLLD contract in West Cornwall and Coast to Coast areas

Specific duties:

- First point of contact for all telephone and email enquiries and checking CLLD eligibility and evidence requirements
- Develop and manage relationships and procurement frameworks with suppliers such as stationary companies and venues
- Set up the administration systems and process to enable all audit trails to be collected and sorted with ease
- Monitor systems and look for opportunities to make improvements to increase efficiency
- Session organisation, e.g. booking venues and ensuring delivery staff have access to the resources they need
- Engagement with a wide range of companies, projects and organisations from the private, public and third sector
- Highly accurate CRM data entry and maintaining client files
- Financial data recording, including invoice log and procurement tab on claim
- Procuring and preparing materials for sessions/meetings
- Coordinating the delivery schedules for employed staff
- Collection and recording of evidence
- Liaising with clients for event commitment
- Deliver excellent client service at all times to clients, subcontractors, partners and funders, building and maintaining strong working relationships with a range of key stakeholders
- Arranging of and taking notes at team meetings and audits
- Stationary coordination
- Managing all aspects of post for the project, including collection from the post office box
- Coordination of claims submission, e.g. completing the output and procurement sections of claim forms
- Acting as scribe at sessions (if required)
- Lead on data analysis
- Work with the Project Manager on scheduling the sub-contractor schedule, annual procurement and claims evidence

Person Specification:

Experience

Essential:

- Relevant commercial, academic or vocational experience
- Exposure to working within complex project type settings
- Strong team working skills
- Experience of using Excel, Word, Google sheets, Google Drive, Zoom, Skype

Highly desirable:

- Previous experience of working for an ESF project in an admin capacity
- In depth understanding of European Structural Investment Fund guidance
- Experience of working of maintaining good relationships with funders
- Experience of working with voluntary sector organisations, public and private sector organisations, business support agencies
- Experience of Daylite or alternative similar CRM's, Formsite and Eventbrite

Personal Attributes and Qualities

Essential:

- Able to take a positive and optimistic approach to working in the community and developing our clients
- Extremely strong organisational/administrative skills
- 100% accurate data entry
- Problem solver approach
- Excellent multi-tasker
- Excellent communication skills
- Team player
- Confident
- Ability to take the initiative and to work independently
- Flexibility, adaptability and a willingness to embrace processes of change and development

This role is dedicated to the Community Led Local Development project and is therefore funded by European Regional Development Fund and European Social Fund.



Outset CIC is an equal opportunity employer.

This role is fully home based; therefore, a desktop computer, printer/scanner and phone will be supplied.

Number of roles available:	1 X 0.8 FTE
Fixed term:	30 th September 2022